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ABSTRACT

This student workbook contains two instructional units, the first dealing with using the telephone and the second dealing with conducting a meeting and making a speech. Addressed in the unit on telephone usage are using the telephone directory, placing a call, answering the telephone, and taking messages. The unit on conducting a meeting and making a speech includes materials about organizing a club or group, conducting club meetings and activities, developing a constitution or by-laws, being a good club officer, preparing and delivering a speech, and understanding the communicative value of nonverbal signs. Each unit includes some or all of the following: an introduction, a list of skills that students will have mastered after completing the unit, a unit outline, vocabulary exercises, and passages of instructional text with related student activities. (MN)

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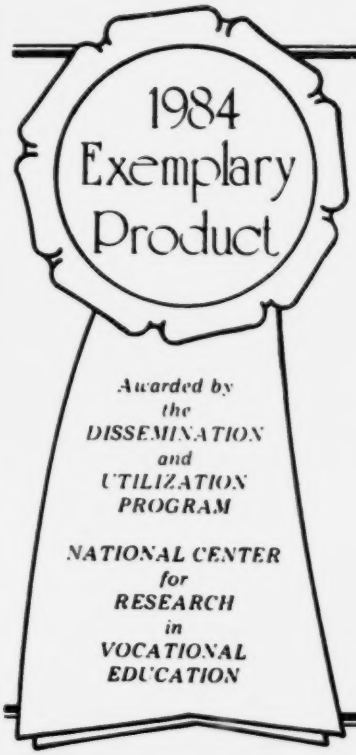

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USING THE TELEPHONE

INTRODUCTION

Since its invention in 1876 by Alexander Graham Bell, the telephone has become one of the most useful tools for both personal and business use.

As individuals, we use the telephone for many reasons–to inquire about something and therefore receive information, to inform someone about something, or just to stay in touch with family or friends.

As businesspersons, we may use the telephone to attract new customers, inform others of our business' products or services, or to inquire about information which might be helpful to our business' operation.

Many people rely heavily on the use of the telephone. If used effectively, it can save time, money and energy.

After studying this unit, you will be able to:

–find and use information contained in a telephone directory.

–recognize and understand the abbreviations used in the telephone directory.

–understand how to make local and long distance telephone calls.

–take accurate messages and record details.

–use good telephone manners.

The outline for this unit is:

1. Vocabulary Exercise
2. Using the Telephone Directory
3. Abbreviations
4. More Vocabulary
5. Placing a Call
6. Answering the Telephone
7. Taking Messages

VOCABULARY EXERCISE

To understand the skills necessary in using a telephone, you will need to know the meanings of the following terms or phrases. It will be helpful for you to read the words and their brief definitions. In the space provided, write your own definition or use the word in a sentence to help you understand its meaning. You may use the dictionary.

ABBREVIATION — A reduced or shortened form

ACCOMPLISH — To finish entirely

ACCURATE — Free from error or defect; precise

ADVANCE — To move or go forward; promotion

ADVERTISEMENT — A notice or message intended to make the advantages and desirable qualities of a product or service known

ALPHABETICAL — In order of the letters of the alphabet

ALTERNATE — Being one of two or more choices

APPROPRIATE — To set apart for or assign to a particular purpose

ASSISTANCE — Aid or help provided

ATTRACT — To draw to or toward

BRAND — A class of goods made by a certain manufacturer

CALLBACK — A return telephone call

CLASSIFICATION — Distributing into sets, sorts or ranks

CONCISELY — Expressing much in few words

CONFIDENTIALLY — Intended to be treated as private or kept in confidence

CONSULT — To seek the opinion or advice of another

CONSUMER — A person who buys goods or services

CROSS REFERENCE — A reference from one part of a book, list or card file to another where additional information on the subject is to be found

DIRECTORY — A book containing an alphabetical list of inhabitants of a city or town or certain category

DISCREET — Careful about what one does or says

DISTRIBUTOR — One who or that which distributes or deals out

EFFECTIVE — Producing a desired or specific result

EMBARRASSMENT — Confusion of the mind, or the state of being embarrassed

ESTIMATE — To form an approximate judgment or opinion

EXPENSIVE — Entailing great cost (expense)

FREQUENT — Happening or appearing often

GOOD WILL — Friendly behavior

GRANTED (TAKE FOR) — To give no special attention to

IDENTICAL — The same, or being the same as another

ILLEGAL — Contrary to official rules

IMPRESSION — A produced effect made by some influence

INDEX — An alphabetical or classified list placed at the end of a book, for reference to material within the body of text

USING THE TELEPHONE DIRECTORY

The telephone directory, or "phone book", is a reference book. In it you will find a variety of information including phone numbers, names and addresses of people and companies, information about a company's products and/or services, local phone rates and dialing procedures. The directory might also be used to check the spellings of names or to find a Zip code.

In order to make good use of your directory, you first must know what it contains. Keep in mind that not every telephone directory in every city will be identical. For example, in many larger cities, the Yellow Pages may be a separate book. Usually, however, directories contain:

–Introductory Pages
–White (alphabetical) Pages
–Yellow Pages

Introductory Pages

Introductory pages contain a great deal of information. In this section you may find telephone numbers of community service organizations such as the Board of Elections and the Better Business Bureau. Also listed in this section are special telephone services available from the telephone company and the numbers to call when repairs to telephone equipment are needed.

If you have questions about your bill or responsibilities as a consumer, the introductory pages will be helpful. They also will be of assistance when you need emergency numbers, information concerning rates, and areas you can call without paying a toll charge.

White Pages

The *white pages* of your telephone directory contain the residence/business-professional organizations listings. Names of individuals and businesses are listed alphabetically by last name. In larger cities, names of individuals and names of businesses may be listed separately. Following is an example of an alphabetical listing.

Bannon, Alexander A.
Benson's Automotive Repairs
Burns, Katherine J.
Burr, Eric D.

Indented listings show alternate numbers. For example:

Householder, Pat M.

ofc	21 Robin Rd	333-3939
res	374 Oak Ln	335-4837

Identical names are listed in alphabetical order of street names. For example:

Jones, Robin S.	77 Main
Jones, Robin S.	18 Ridpath

Some reference listings will show alternate spellings, such as:

Moomaw also see Mumma
Ochs also see Oaks, Oakes
Allen also see Alan, Allan, Allyn

Likewise, some reference listings may indicate that a business is listed under another name. For example:

Simon Realty - See Modern Real Estate

Local, state and national government offices are listed alphabetically under the name of the government organization. For example:

(National)
U.S. Government
Agriculture, Dept. of
Post Office
Selective Service
Social Security
U.S. Army Reserves

(State)
Ohio, State of
Div. of Safety
Div. of Wildlife
Driver's License Examination Station

(Local)
Miami County Officers or Miami, County of
Court House (or General Offices)
Agricultural Extension Service
Air Pollution Control
County Garage
Health Dept.
Humane Society

In some larger cities, these government offices may be listed in a separate section of the directory on *blue pages*.

Yellow Pages

When you are looking for a specific type of business or service, but you do not know the exact name of one, use the *yellow pages*. The yellow pages section contains the names of businesses and individuals listed according to products or services. Listings are in alphabetical order. Some companies may also purchase advertisements as well as listings. Businesspersons feel this type of advertising helps to increase their business.

Following are some tips for using the yellow pages.

Classification helps to locate the type of business or service for which you are looking.

Automobile Air Conditioning Equipment
Automobile Body Repairing & Painting
Automobile Dealers - New Cars
Automobile Dealers - Used Cars
...and so on...

If you are looking for a specific brand of product, look for the distributor of the brand under the classification.

Automobile Dealers - New Cars (Classification)
  Cadillac Sales & Service (Brand)
    Acme Cadillac Sales (Distributor)
  Chevrolet Authorized Sales & Service
    Parkway Chevrolet Sales
    Rogers Chevrolet, Inc.
    Thompson Chevrolet Dealer

Advertisements give additional information. They may contain pictures and/or details about the product or service, hours the business is open, location of the business and other pertinent information.

Cross references show other headings for listing a product or service. For example:

Camping Trailers - see Trailers, Camping & Travel
Hair Pieces & Wigs - see Wigs and Toupees

Student Activity

Using the local telephone directory as a reference, locate solutions to the following questions or situations in the introductory pages.

1. Write the telephone number of your fire department. _____

2. You suspect a neighbor's home is being robbed. You cannot locate your telephone directory. How can you reach the police department?

3. It is Sunday afternoon and your kitchen extension telephone will not work. What number should you call to report a phone out-of-order?

4. What other towns or communities can you call from your telephone without paying a toll charge?

5. Name the nearest place where you could go to pay your telephone bill.

6. Write the address where you may mail a check to pay your telephone bill.

7. How much will it cost to make a direct-dial call from Columbus, Ohio to Chicago, Illinois for 3 minutes at 8:00 p.m. on Wednesday?

8. How can you get the number of an out-of-town friend?

9. While making a direct-dial, you reached a wrong number. How can you avoid being charged for the call?

10. What is an unlisted number?

11. Zip codes are often found in telephone directories. Is there such a section in your book?

    What is the page number?

Student Activity

Using the local telephone directory as a reference, locate solutions to the following questions or situations in the white, alphabetical pages.

1. Find the telephone number of the local post office. _____

2. It is 7:00 p.m. and your electricity has just gone off. Whom would you call? _____

   _____

   What is the telephone number? _____

3. You want to reserve a picnic table in the local park for the Fourth of July. Whom would you call? _____

   What is the telephone number? _____

4. You have just witnessed a bicycle accident. Whom would you call? _____

   _____

   What is the telephone number? _____

5. It is Sunday evening and you are not feeling well. You are sure you have the flu and are going to miss school and work tomorrow. Whom would you call?

   A. _____

   B. _____

   What are the telephone numbers?

   A. _____

   B. _____

6. Put the following names in alphabetical order, as they would be listed in the telephone directory.

NELSON, Steven 1617 Maize
REEB, Denise 110 E. Norwich
CORSO, David 406 Madison
NELSON, Steven 590 Blue Spruce
REIDER, Jason 89 Flowers
CORDER, Ellen 117 Sycamore
BOLING, Jan 4116 S. Lane

A. _____

B. _____

C. _____

D. _____

E. _____

F. _____

G. _____

Student Activity

Using the local telephone directory as a reference, locate solutions to the following questions or situations in the yellow pages.

1. You have decided to install a burglar alarm system in your business. Whom would you call? _____

   Telephone number? _____

2. You are working in the maintenance department of a large firm. The supervisor has asked you to check on renting some extra chairs for an upcoming sales meeting. Whom would you call? _____

   Telephone number? _____

3. The supervisor's wife has asked that you take her pet Poodle to get it clipped. Whom would you call? _____

   Telephone number? _____

4. You need to go to a foot doctor. Whom would you call? _____

   _____

   Telephone number? _____

5. You want to rent a tuxedo. Whom would you call? _____

   _____

   Telephone number? _____

6. You want to rent uniforms to wear to work. Whom would you call? _____

   _____

   Telephone number? _____

7. Your windshield is cracked and you would like to have it replaced. Whom would you call?

_____

Telephone number? _____

8. You want to find out the hours the local library is open. Whom would you call?

_____

Telephone number? _____

9. You are interested in finding ways for your class to make money. Whom would you call?

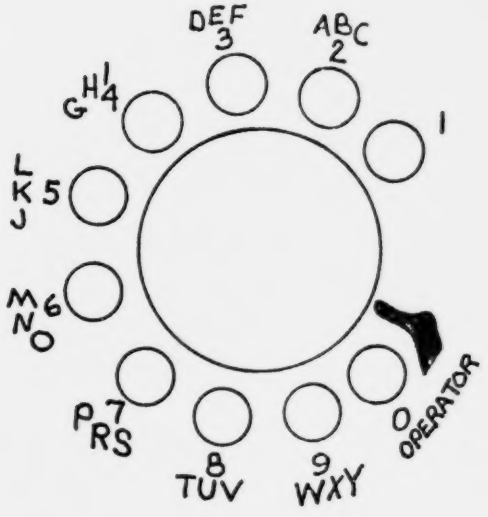
_____

Telephone number? _____

10. You must find a restaurant with banquet facilities for a class party. Whom would you call?

_____

Telephone number? _____



ABBREVIATIONS

Most telephone companies find that it is necessary to use abbreviations in order to save space in the telephone directory. Therefore, to use the directory effectively, it is important to understand these abbreviations.

Below are some abbreviations which may be used as part of the address for a business or individual. Look at the abbreviations listed in the left column and try to find the word in the right column for which it stands. Place the correct letter from the right column in the appropriate blank in the left column. The first one is done for you.

Student Activity

ABBREVIATIONS	WORDS
Ex.: 1. I Apt	A. Building
2. _____ Bg	B. Drive
3. _____ Ln	C. Court
4. _____ St	D. Street
5. _____ Av	E. Pike
6. _____ Dr	F. Shopping Center
7. _____ Pkwy	G. Avenue
8. _____ SE	H. Lane
9. _____ Twp	I. Apartment
10. _____ Ct	J. Southeast
11. _____ Hwy	K. Parkway
12. _____ Pke	L. Highway
13. _____ Rd	M. Place
14. _____ Pl	N. Road
15. _____ Shp Cntr	O. Township
16. _____ Sq	P. Square

Student Activity

Below is another list of abbreviations to match. They are abbreviations that have something to do with occupations or titles of jobs *or* titles of businesses or services.

ABBREVIATIONS	WORDS
Ex.: 1 B res	A. Office
2. _____ plmbg	B. Residence
3. _____ bldr	C. Hospital
4. _____ atty	D. Plumbing
5. _____ ins	E. Bureau
6. _____ agcy	F. Attorney
7. _____ co	G. Division
8. _____ bur	H. Builder
9. _____ div	I. Contractor
10. _____ contr	J. Repair service
11. _____ corp	K. Association
12. _____ elec	L. Insurance
13. _____ equpmnt	M. Telephone answering service
14. _____ assn	N. Industrial
15. _____ repr serv	O. Electrician
16. _____ dept	P. Agency
17. _____ indstrl	Q. Company
18. _____ hdqtrs	R. Equipment
19. _____ teleph answrng serv	S. Headquarters
20. _____ ofc	T. Department
21. _____ hosp	U. Corporation

MORE VOCABULARY

Before continuing with this unit, there are additional words you will need to know. Therefore, it will be helpful for you to read the following words and their brief definitions. In the space provided, write your own definition or use the word in a sentence to help you understand its meaning. You may use the dictionary.

ENSURE — To make certain or guarantee

_____

_____

_____

INFORM — To give knowledge of something to

_____

_____

_____

INQUIRE — To seek information

_____

_____

_____

INVENTION — Something originated by experiment, etc.

_____

_____

_____

MINIMUM — The smallest quantity, number, or degree possible

_____

_____

_____

NECESSARY — That cannot be left out; essential

OBTAIN — To get possession of, especially by some effort

OCCUPATION — One's trade, profession, or business

ORGANIZATION — The administrative personnel or executive structure of a business

ORIGINAL — Never having occurred or existed before; not copied

PERTINENT — Having some connection with the matter at hand

POLITE — Having or showing good manners; especially courteous, considerate, tactful, etc.

PRANK — A mischievous trick or practical joke

PREVENT — To keep from happening

PROCEDURES — A particular course of action or way of doing something

RATES — Price or value; specifically, in telephone use, the cost per minute for service

RECEIVER — That part of a telephone which is held to the ear

RECEPTIVE — Inclined to accept a request, suggestion, etc.

RECOGNIZE — To acknowledge as having the right to speak, as in a meeting

REFERENCE — A book, etc., used for reference

RESIDENCE — The place in which a person or thing resides; dwelling place

RESPONSIBILITY — A person or thing for whom one is responsible

SECURELY — Not likely to fail or give way; firm; strong

SPECIFIC — Of a special, or particular, sort or kind

SUCCESSFUL — Turning out to be as was hoped for

TACTFUL — Having or showing sensitivity when dealing with others

TERMINATE — To put an end to; stop

TOLL CHARGE — The charge, beyond the local rate, for a long-distance telephone call

VARIETY — A number of different things

VERIFY — Confirm or make certain

PLACING A CALL

For All Calls

In order to make a call successfully, use a minimum of time and avoid embarrassment for you and/or your employer, plan a call in advance. Know who you want to talk with, what you want to talk about, and what you hope to accomplish during the conversation.

Consider the following suggestions when making a call.

1. Plan your call in advance to save time and callbacks.

   –Jot down the number of items you are ordering, sizes, addresses, names, dates and other pertinent information.
   –Have a pencil and paper ready for taking notes.
   –Check to make sure you have the correct telephone number before you dial.
   –Keep handy a list of frequently called numbers.

2. Dial (or push buttons) carefully.

   –Listen for the dial tone before dialing.
   –Use the index finger for dialing (or pushing buttons), and make sure you let the dial spin back to its original position before dialing the next number.
   –When making a series of calls, make sure the line is clear between calls.

3. Time the call carefully.

   –Call at a time when the person you are calling is most likely to be available and receptive.
   –Keep time differences in mind when calling long distance.

4. Place the call yourself, if possible.

   –Allow the person plenty of time to answer. One minute equals about 10 rings.
   –Be ready to talk immediately.
   –If calling back in response to a message, make that clear to the person answering.

5. Identify yourself and state with whom you wish to speak.

   –State your business clearly and concisely without waiting to be asked.
   –Do not play pranks to try to fool the person answering. It is rude, illegal and generally unsuccessful.

6. If you have to leave a message:

   –Tell *when* and where you can be reached.
   –Dictate the message slowly and distinctly.
   –Ask to have the message read back to ensure accuracy.
   –Be sure you are available when the call is returned.

7. End the call promptly.

   –The caller should be the one to say "goodbye" to terminate (end) the call.
   –Replace the receiver promptly and securely.

Long Distance Calls

Long distance calls are calls made outside the local calling area. These numbers are not listed in the white, alphabetical pages of your telephone directory. To locate a telephone number not listed in your directory, consult the introductory pages of the phone book under "Directory Assistance".

There is a charge for long distance calls. Check the introductory pages of your directory for rates. When planning a call, there are ways to save money. For example, if you wait to make a call after 11 p.m. or on weekends, you may find the rates are cheaper. It is not always possible, however, to wait until a certain hour to make a call. This is especially true for the business-person who works daily hours of 8 a.m. to 5 p.m. In any case, the estimated cost of a call may be found in the introductory pages of your directory.

Unlike local calls, there are several ways to reach an individual or business by long distance. These ways include *station-to-station calling, person-to-person calling, collect calling, credit card calling and third-number calling.* Operator-assisted calls cost more.

Station-to-station calls are placed through the operator or, in some areas, can be placed by the caller directly using direct distance dialing. Direct dialing is the least expensive way to make a long distance call. You pay for only the minutes you talk. To place a direct-dial call within your area code, dial 1 plus the telephone number. To place a direct-dial call outside your area code, dial 1 plus the area code plus the telephone number.

A person-to-person call is usually the most expensive type of long distance call. This method is used when you want to reach a particular person. To make this type of call within your own area code, dial 0 plus the telephone number. To make this type of call outside your own area code, dial 0 plus the area code plus the telephone number. After dialing, the operator will come on the line to assist you. Once on the line, tell the operator the name of the person you wish to

speak to. Once the person you wish to talk to has answered, the operator will leave the line. If that person is not available, there is no charge for the call.

Collect calls also are placed through the operator. Once you have dialed the call, tell the operator you are placing a collect call and give your name. The operator will leave the line when a person at the number you have called accepts the charges for the call.

Credit card calls, too, are placed through the operator from any telephone and billed to the telephone number from which the credit card is issued. The card has a code number. A telephone credit card is obtained through your local telephone business office.

It is possible to have long distance charges billed to a third telephone number. This is called third-number calling. To do this, dial the call and when the operator answers, state that you would like the call charged to a third number. Give the operator the telephone number, including the area code. The operator will ask your name and verify the number before placing your call.

Student Activity

Local Calls:

1. Select three advertisements for jobs from the *classified section* of your local newspaper.
   a. Using two telephones, choose a classmate and role play how you would call for information about the jobs. Plan your call first. Call. Discuss the call in class.
   b. Using your teacher's telephone, call about one of the jobs. Get information. Report to the class.

2. Using a tape recorder, you and your partner may choose a topic from the list of practice calls suggested below. Plan the call. Place the call on a practice telephone. Tape record the conversation. Play the recording and discuss it.
   a. Call a movie theater for information.
   b. Call a beauty shop or barber shop for an appointment.
   c. Call a parts supply store or office supply store and place an order.

3. Pretend you have an emergency (fire, theft, etc.). With another student, role play how you would call someone for help. What information would you give the person who receives your call?

Long Distance Calls:

1. Locate the instructions for making a person-to-person call in your local directory. Write them.

Using the other students, role play the following situations.

2. Using one caller, one receiver, one operator, call Mr. Harry Jacobs at the Shell Oil Company office in New York City to report your credit card stolen. Plan the call first.

3. Using one caller, one receiver, one operator, call a restaurant and make reservations for dinner for two for next Friday evening. You know the name of the restaurant, but do not know the number.

ANSWERING THE TELEPHONE

As soon as you answer the telephone, the caller forms an impression of you as an individual and/or the company or business you may represent. As an employee, how you handle each call can affect the good will of the business you represent. Therefore, when answering the telephone at home or on the job, keep the following tips in mind.

1. Answer promptly—on the first ring, if possible.

   —This shows you are alert and efficient and prevents disturbing others around you.
   —Do not put the caller off by saying "just a minute, please" as if you have more important things to do.

2. Identify yourself at once.

   —Give your name and department or title.
   —Pronounce the caller's name distinctly and repeat it frequently to make calls more personal.
   —If answering for a business or someone else, give their name first, then yours. For example: "Frank's Restaurant, Pat Williams speaking" or "Tony King's office, Pat Williams speaking."

3. Speak distinctly.

   —Do not shout, but speak clearly and in a normal tone.
   —Talk directly into the receiver.
   —Do not try to type or handle other work which might cause noise and be distracting to the caller.

4. Be as helpful as you can.

   —Give the caller as much information as you can.
   —If you have to get information, offer to return the call rather than have the caller wait for very long.
   —If you do find it necessary to leave the line, when you return, thank the caller for waiting.

5. If you cannot be of help, refer the caller to someone who can.

   —Explain to the caller that you do not have the information being requested.
   —Give the caller the name and telephone number of the person who can be of help.

6. Close the call courteously.

   —The caller should end the conversation.
   —Hang up the receiver gently and securely.

TAKING MESSAGES

Whether it is a part of your job or done at home, answering the telephone and taking messages hardly can be avoided. In addition to giving information to callers, you also must know how to record information given by the caller. To take accurate messages you must be a good listener, ask the right questions and get the important details.

When answering the telephone for another person, be polite, and keep the following suggestions in mind.

1. Identify yourself.
2. Give what information you can to the caller; but be discreet. Do not give confidential information by telephone unless you have been told to do so. Also, be sure your information is accurate. Wrong information is as bad as no information. It also can give you and/or your business a poor reputation.

If the caller wishes to leave a message, be tactful in asking the caller's name and the message. You may say, "May I ask who is calling?" or "May I take a message?" Then, accurately record the message. Your message should include the following details.

1. The caller's name and the person for whom he or she called.
2. The caller's company and phone number (if long distance, be sure to get the area code). In some cases you may wish to take the caller's company name and address.
3. Ask the caller to spell all names. Do not take any spellings for granted.
4. Record what the caller wants and what action the caller expects you or the business you represent to take.
5. Repeat all information to the caller to insure all details are correct.
6. Record the date and time you took the call.
7. Sign your name to the message.

Student Activity

Using the techniques suggested in "Answering the Telephone", and "Taking Messages", give solutions for the following situations.

1. You answer a call for Jane Price who is out at this time. The caller replies, "Thanks anyway." What question(s) should you ask the caller before closing the call.

2. You take a call for John Smith who is out of the office. The caller identifies himself as Joe Johnson a sales representative for The Cohn Company and asks to have John Smith return his call. What information should you obtain to give John Smith.

3. Chuck works in a restaurant, he answers the phone. It is Debbie his co-worker who is a waitress. She is calling to report off work because her mother is sick, and she must take her to the doctor. She wants Chuck to tell the boss. What message would you give the boss?

   When Chuck answered the phone, which of the following answers should he have used? (Circle one)

   a. "Hello, who is this?"
   b. "Jim's Steak House, Chuck speaking. May I help you?"
   c. "Hello, may I help you?"

4. It is Saturday night. You are home alone. The telephone rings. All you hear is heavy breathing. What should you do?

5. You are alone in the office. The telephone rings. The operator says, "I have a collect call for Charles Simpson. Will you accept the charges?" Would you accept the charges? Why? or Why not?

6. You are working in a parts department at a local department store. You receive a telephone call from a customer complaining about his/her bill. What would you do?

7. Given the following information, fill in the "Message Memo" below. Robin Taylor called around noon for Mrs. Wright. Ms. Taylor wants Mrs. Wright to know she is unable to speak at a youth conference being held next month. If she has any questions, she can call her at her business, Taylor Graphics, Inc. at 601-224-8910. Today is Wednesday, June 17.

To_____

Date_____

Time_____

WHILE YOU WERE OUT

M_____

of_____

Phone No._____

TELEPHONED		PLEASE CALL	
WAS IN TO SEE YOU		WILL CALL BACK	
WANTS TO SEE YOU		URGENT	
RETURNED YOUR CALL			

Message_____

_____

_____

_____

_____

_____

_____
Operator

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Additional Student Activity

To improve your speaking voice, try the following suggestions.

1. Make a tape recording and listen to yourself. Listen for a friendly tone and clear words. Can you understand your voice?

2. Hold the telephone about one to two inches directly in front of your lips.

3. Read aloud. Pronounce each word distinctly. Sound wide awake, interested and pleasant.

4. Look at yourself in a mirror as you talk on the telephone. Do you sound as good as you look?

5. Finally, remember that on the telephone your voice is YOU!

CONDUCTING A MEETING

MAKING A SPEECH

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INTRODUCTION

At some time in your life, you will probably become a member of a club or organization. As a member, you may be asked to fill an office, head a committee or act as a representative in some manner. It is also possible that you may be asked to organize a club or group. In any one of these positions, you may need to conduct a meeting or make a speech. To do this, it is essential that you know how to organize a club, conduct a meeting in an orderly fashion, speak effectively to others and what takes place during a meeting. Following are examples of how a club meeting is organized and conducted and some basics to remember when addressing a group.

After studying this unit, you will:

–be able to understand the basic concepts of conducting a meeting.

–be able to understand the terminology used in conducting a meeting.

–have a knowledge of the various club officers' responsibilities.

–have a knowledge of what is contained in a club's constitution or bylaws.

–be able to organize a club or group.

–be able to conduct a meeting.

–understand the techniques of preparing a speech.

–understand the techniques of delivering a speech.

The outline for this unit is:

1. Vocabulary Exercise
2. Organizing a Club or Group
3. Club Meetings and Activities
4. More Vocabulary
5. Constitution or Bylaws
6. Tips on Being a Good Club Officer
7. Preparing a Speech
8. Delivering a Speech

VOCABULARY EXERCISE

To understand the basics of making a speech or conducting a meeting you will need to know the meaning of the following terms or phrases. It will be helpful for you to read the words and their brief definitions. In the space provided, write your own definition or use the word in a sentence to help you understand its meaning. You may use the dictionary.

ADJOURN — To close a meeting

_____

_____

_____

AMEND — To change or revise

_____

_____

_____

AMENDMENT — A revision or addition made in a bill or law

_____

_____

_____

BYLAWS — A law adopted by an organization for governing its own meetings and affairs

_____

_____

_____

CLARIFY — To make clear and easier to understand

_____

_____

_____

CONDUCT — To lead or direct, such as a meeting

CONSTITUTION — A document or set of documents in which laws and principles are written down

CREDIBLE — Capable of being believed; worthy of credit

DELEGATE — To appoint or assign

DELIVERY — The utterance of words

DIVERT — To turn off from any course; as to divert attention

ENTHUSIASM — A keen and active interest

ENUNCIATE — To pronounce works in a particular order

IMPARTIAL — Fair; not favoring one side or party more than another

MONOTONE — A continuation of the same tone

MOTION — A proposal made formally in an assembly or meeting

NOMINATE — To name or appoint to an office or position

NON-VERBAL — Involving or needing little or no language

OBJECTION — The act of disapproving or disliking something

OFFICER — Anyone elected or appointed to an office or position of authority

OPTIMISTIC — Having a cheerful or easy attitude

PARLIAMENTARY PROCEDURES — Rules of a public assembly

QUORUM — The minimum number of members required to be present at a meeting before it can validly do business

SECOND — To indicate formally one's approval or support of a motion, etc.; as a necessary preliminary for discussion or a vote

TECHNIQUE — The way of using basic skills to carry out a task

VACANCY — An unoccupied position or office

VERBAL — Spoken; not written

ORGANIZING A CLUB OR GROUP

Organizing a club or group takes a great deal of planning. Following is a brief outline of what should be done at the first, second and third meetings of a new club or group. Study the outline. Keep in mind that this outline will need altered according to your particular group and its needs.

At the first meeting:

- –decide on a club name
- –decide on the club's purpose
- –elect a temporary chairperson and secretary
- –pass a motion to organize the group
- –form a committee to write a constitution/bylaws for approval at the next meeting
- –talk about what the group wants to have written in the constitution/bylaws
- –establish a time, place and the date of the next meeting (and future meetings)
- –adjourn the meeting

At the second meeting:

- –call the meeting to order (temporary chairperson)
- –read the minutes of the previous meeting (temporary chairperson)
- –report on the constitution/bylaws by the Constitution/Bylaws Committee
- –discuss changes needed in the constitution/bylaws; amend if necessary
- –vote to accept constitution/bylaws
- –appoint a Nominating Committee to select permanent officers for election at the next meeting
- –establish a time, place and the date for the next meeting
- –adjourn the meeting

At the third meeting:

–call the meeting to order

–read the minutes of the previous meeting

–report of the Nominating Committee

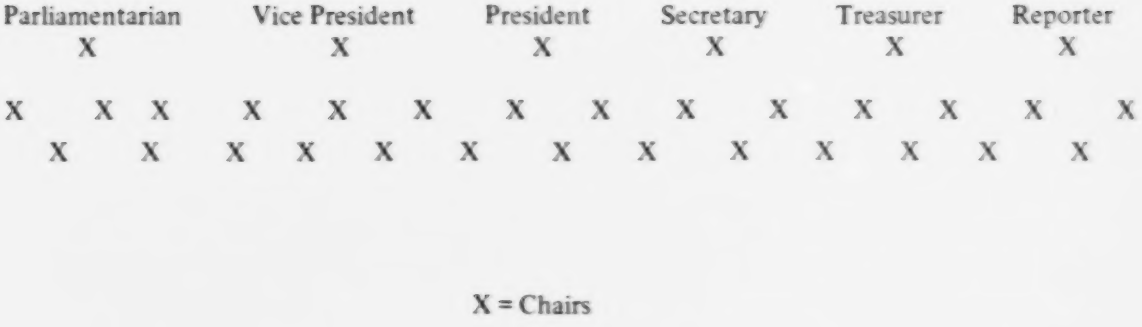
–elect and install permanent officers

–appoint standing committees (by newly elected president)

–call for new business

–adjourn the meeting

Below is a suggested plan to follow in "setting up" the meeting room.



X = Chairs

CLUB MEETINGS AND ACTIVITIES

Every existing club or organization must hold meetings in order to keep members informed as to specific policies, procedures, events, etc. Oftentimes, a club or group will meet in order to plan activities, such as a fund-raising event. Today there are many professional clubs for men and women of certain occupations. For example, The Public Relations Society of America is an organization comprised of men and women from the field of Public Relations. Through meetings, the members of this group are given the opportunity to talk with other people involved in their career field. As a student, you may become involved in a union organization or a youth leadership organization such as FHA, VICA, DECA, FFA, OEA, etc.

Most clubs follow a specific set of rules when conducting a meeting. Many follow the procedures outlined in Robert's Rules of Order.

Following is an example of a club meeting. Notice who speaks during the meeting and when.

* *

President: (At podium, strikes the gavel three times on the lectern and stands.) This meeting will come to order. The secretary will read the minutes of the last meeting. (Sits down.)

Secretary: (Stands up.) The first regular meeting of the Center High School Achievers Club was called to order by the president at 7:00 p.m. on September 5, 1984. The minutes of the previous organizational meeting were read and approved. President Pat Baker called upon Terry Simpson to report the findings of the Fund-Raising Committee. Terry reported that plans were nearly complete to sell items for gifts at Christmas time and that all members would be informed when they could pick up their sales kits.

As there was no unfinished business, the president called for new business. Lou Smith moved that each member be assessed five dollars to increase the club's treasury. The motion was seconded by Jo Jones. After discussion about this amount being needed, a vote was called for and the motion failed to carry.

Jan Sims moved the club wait until after its fund-raising project is completed to decide if the members should be assessed money to increase the treasury. It was seconded by Lou Smith. After discussion, a vote was taken and the motion carried.

Jo Jones moved the meeting be adjourned so the committee could get together and work on plans for the school year. It was seconded by Gale Brown. A vote was called for, and the meeting was adjourned at 9:15 p.m.

Respectfully submitted,
Chris Adams, Secretary

President: Are there any corrections or additions to the minutes? If not, they stand approved as read. The next order of business is the report of the treasurer.

Treasurer: Madam/Mr. President, your treasurer presents the following report for the month of September, 1984.

1. Balance carried forward from last year.
2. Receipts.
3. Expenses.
4. Balance on hand.

Respectfully submitted,
L. H. Dunn, Treasurer

President: Is there any objection to the treasurer's report? If not, the treasurer's report stands approved as read. The next order of business is committee reports. Will Terry Simpson, Chairperson of the Fund-Raising Committee, please make a report?

Terry Simpson: Madam/Mr. President, the fund-raising committee has contacted the sales kit company and we will have kits ready after the meeting.

President: Thank you, Terry. All members who are going to sell items from the kits, please get your kit after the meeting is adjourned. The next order of business is new business. Is there any new business?

Leslie Adams: Madam/Mr. President.

President: Leslie.

Leslie Adams: I move that our class challenge the second-year class to a contest on attendance. The class with the best attendance record for the first semester will be the winner. The losing class will have to treat the winning class to a picnic.

Lynn Oaks: I second that motion.

President: It has been moved and seconded that our class challenge the second-year class to a contest on best attendance record. The loser will have to treat the winner to a picnic. Is there any discussion?

Terry Simpson: Madam/Mr. President.

President: Terry.

Terry Simpson: I think we should set a cost limit of $30 for the picnic.

Leslie Adams Madam/Mr. President

President: Leslie.

Leslie Adams: I think Terry has a good idea and I would like to amend my motion to include a cost of $30.

Terry Simpson: I second the motion.

President: It has been moved and seconded that the main motion be amended to read that our class challenge the second-year class to a contest on best attendance record. The loser will treat the winner to a picnic which will cost not more than $30. Is there any discussion on the amendment? If there is no discusson, all those in favor of the amendment signify by saying "aye." Those opposed say "no." The "ayes" have it and the amendment is carried. Is there any discussion on the motion as amended? If there is no discussion, all those in favor of the motion as amended signify by saying "aye." Those opposed say "no." The "ayes" have it and the motion carries as amended.

The next order of business is announcements. Are there any announcements?

Club Advisor: Madam/Mr. President.

President: Mr./Mrs./Ms./Miss _____ (Advisor's Name).

Club Advisor: The club has been asked to select a class member to represent our class on the Student Council. I suggest the class think about this and take it up at the next meeting.

Terry Simpson: I move that we adjourn.

Leslie Adams: I second that motion.

President: It is moved and seconded that we adjourn. Will those in favor say "aye." (Class response.) Those opposed say "no." (No response.) The meeting stands adjourned. (Strikes the lectern with the gavel one time.)

Student Activity

Directions: In the space provided below, write in the answers to the following questions.

1. Why is it necessary to follow a set plan of order (such as parliamentary procedure) for club meetings?

2. How does a member get the chance to talk in a club meeting?

3. Write a motion to be presented in a business meeting.

4. Make a list of civic activities in which you think your club could participate this year.

5. Write an announcement to be read during a business meeting.

MORE VOCABULARY

Before continuing with this unit, there are additional words you will need to know. Therefore, it will be helpful for you to read the following words and their brief definitions. In the space provided, write your own definition or use the word in a sentence to help you understand its meaning. You may use the dictionary.

ADDRESS — The act of turning one's attention and conversation to a person

AUTHORITY — Power or right to command or act

BIOGRAPHY — The history of the life and character of another person

BUDGET — A financial statement of estimated income and spending for a specified period of time

CAPTURE — The act of taking by force

CHALLENGE — An invitation to be in a contest of skill, strength, etc.

DELEGATE — To send or appoint a representative

ESTABLISH — To install or settle on a permanent basis

EXAGGERATE — To magnify beyond truth or reason

FIDGETING — Becoming restless; nervous, uneasy movements

GAVEL — A small mallet used by a presiding officer to signal for attention or order

GESTURE — Movement of the body or limbs

OBJECTIVE — Dealing with only the facts rather than thoughts and feelings

OFFENSIVE — Causing displeasure, anger or resentment

OPPORTUNITY — A favorable position or chance

PODIUM — A small, raised platform or stand used by speakers, etc.

POTENTIAL — Anything that may be possible

PROCEDURE — A particular course of action

PRONUNCIATION — The mode of uttering words or letters

QUOTATION — A passage quoted from a book, person, etc.

REGULATION — A rule prescribed by a superior as to the actions of one or more persons

REHEARSE — To practice repeatedly prior to a public performance

REPRESENTATIVE — One who represents one or more persons or thing

RESOLUTION	A formal decision or opinion of a legislative body or other group
ROBERT'S RULES OF ORDER	Established rules for parliamentary procedures
SUMMARIZE	To state or express in a concise form

CONSTITUTION OR BYLAWS

Almost every club or formal group has a constitution or set of bylaws which it follows. A constitution or set of bylaws is made up of rules created for the regulation of a group's internal organization and the governing of its members.

The constitution or bylaws of an organization should list rules concerning the group's name and purpose, membership requirements, officers and their duties, time and dates of meetings, committees, parliamentary authority and amendments to the constitution or bylaws.

Below is a sample of a constitution or bylaws. Study its setup.

* * * \

Article IV. Meetings:

Section 1. Regular meetings shall be held on the (first Monday of each school month).
Section 2. (Ten members) shall constitute a quorum.
Section 3. The order of business shall be:
- a. Call meeting to order
- b. Read minutes
- c. Reports:
  - 1. Treasurer
  - 2. Committees
- d. Unfinished business or old business
- e. New business
- f. Announcements
- g. Adjournment

Article V. Committees:

Section 1. All committee members shall be appointed by the president.
Section 2. Committee members shall serve until released by the president.
Section 3. Make report of committee findings within time limits set by presiding officer.

Article VI. Parliamentary Authority:

*Section 1. Roberts Rules of Order, Revised Edition, shall be the parliamentary authority for this club, subject to simplification and special rules which have been or may be adopted.

Article VII. Amendments:

Section 1. This constitution may be amended at any regular meeting of the club by two-thirds (2/3) majority vote, provided the amendment has been presented in writing and read to the membership at the previous meeting.

MEETING NOTICE...

TIPS ON BEING A GOOD CLUB OFFICER

Following is an outline of the duties of each club officer. As a potential club officer, every student should study the tips on being a good officer, have a good understanding of each officer's duties and recognize the traits of good officer behavior.

PRESIDENT

A successful club president must:

- –be firm–but not act as a dictator.
- –have a good understanding of the parliamentary procedure that has been adopted by the club.
- –let the minority (small group of members with an idea) be heard, but obey the voice of the majority (larger group of members with an idea).
- –delegate responsibility to club officers, committee chairpersons and members.
- –appoint the person who can do the best work on a committee as the chairperson of that committee.
- –not take sides when presiding over a meeting; be objective.
- –know all the bylaws or articles of the club constitution and apply them correctly.
- –lead the club to fulfillment of the club purpose.
- –refer to himself/herself as "the Chair" or "your President"; never use "I."
- –stand up when calling the meeting to order, restating a motion or making announcements.
- –ask for a motion from the floor, restate the motion, call for a second, call for discussion, call for a vote and announce the will of the majority. Following is an example of how a presiding officer handles business introduced in a meeting.

President: "A motion has been made that we join Organized Youth of America (OYA). Is there a second to that motion?"

Member: "I second that motion."

President: "It has been moved and seconded that we join OYA. Is there any discussion?" (After the discussion is over, the president allows for more discussion by saying, "Is there any more discussion?" If there is none, the president continues.)

"All in favor of joining OYA say 'yes.' All opposed say 'no.'

"The motion is carried and we shall join OYA. " (or) "The motion is not carried and we shall not join OYA."

VICE PRESIDENT

A successful vice president must:

- –know the duties of the president and be ready at all times to perform in that office.
- –be given specific tasks outlined in the bylaws.

–be ready to help any committee in need.

SECRETARY

A successful club secretary must:

–keep a complete and accurate record of the proceedings of the club's business meetings and the meetings of the officers. This record (minutes) should include:
  *Name of club
  *Kind of meeting (special, regular, officers)
  *Place of meeting
  *Date and time of meeting
  *Name of presiding officer
  *Number of members present
  *All items of business
  *All reports of committees
  *All motions stated and action taken
  *Signature of the secretary
–keep a membership and record of attendance at meetings.
–call meetings to order in absence of the president and vice president.
–call to the attention of the president, items of business that must be taken up at a particular meeting.
–promptly answer all correspondence and file copies of the letter and the reply for future reference.
–read minutes of meetings and call the president's attention to any unfinished business.
–count the vote in all elections, unless tellers have been appointed.
–keep records and reports of all committees and all written resolutions and club calendar.
–keep in the secretary's book the following:
  *Minutes of meetings
  *List of committees
  *Copy of constitution or bylaws

TREASURER

A successful club treasurer must:

–keep accurate financial records, including:
  *Dues payment records
  *Monies from other sources
–help plan the club budget for the year and keep the budget record.
–receive and pay out club funds.
–deposit club money as school policy demands.
–be responsible for *all* club monies.
–make a complete treasurer's report to the members.
–explain the proposed budget to members and officers.

PARLIAMENTARIAN

A successful club parliamentarian must:

–be well informed about parliamentary procedures as adopted by the club. (Simplified plans are recommended.)

–never rule but give an opinion and the presiding officer makes a ruling.
–not take sides on an issue before the club. Be impartial.

REPORTER

A successful club reporter must:

–gather and organize club news.
–prepare news notes and articles for publication or broadcast.
–take pictures and keep a scrapbook of club activities.
–serve as club historian, unless a historian is appointed.
–never release pictures or news articles unless the club advisor has given permission.

PREPARING A SPEECH

The key to making an effective speech is preparation. Without preparation you may speak poorly and leave a bad impression of yourself and the organization you represent. Special consideration must be made for preparation if you are asked to speak publicly. Make sure you have enough time to prepare before accepting the invitation.

In preparation, first consider the members of your audience–their ages, education levels, skills and general interests. This will help you to present the material using an appropriate vocabulary and in a manner effective for your particular audience. In the case of public presentations, choose a topic that is interesting and appropriate.

Next, gather the information you wish to present. Begin by determining what the objectives or purpose of your presentation is and stick to them. The objectives of your presentation will help determine what information must be included in order to meet your objectives. Always make sure your information is accurate, complete and adequately covers the topic. Use credible sources of information and people who are considered experts on the subject on which you are speaking.

Once you have gathered your information and checked its accuracy, outline your information. First, develop an introduction that captures the audience's attention, interest and introduces your topic. To do this, try one or more of the following suggestions.

–Relate a human interest story

–Begin with a specific illustration

–Use an exhibit

–Ask a question

–Open with a striking quotation

–Show how the topic affects the vital interest of the audience

–Start with a shocking fact

–Forcibly present a statement of truth

Then, organize the body of your presentation and adequately cover the topic. Present your ideas in an interesting, logical manner. Make sure it is easy to follow and understand. Use interesting examples and facts to clarify your ideas, but avoid overusing them since overuse will bore your audience.

When giving a speech, it is usually helpful to use visual aids. This provides the audience with a little diversion and helps to create interest. Visual aids may include illustrations, posters, cartoons, films, models, etc.

Now, develop your conclusion. Briefly summarize your main points and end your speech on an optimistic note of finality. The speaker's goal always should be to leave the audience thinking about what has been said. A humorous story or quote may be the perfect finishing touch.

Finally, remember, when preparing your presentation, use correct grammar. Write out your speech as you think you will want it presented. This will expose areas of your presentation that are too wordy, need clarification or are likely to be misunderstood.

Rehearse your presentation. Know your material and how you want to word it, but do NOT memorize or read your speech word for word. If you have trouble remembering the material, put the key points in their correct order on 3" x 5" index cards. Refer to them when you need help. Have someone listen to your presentation while you are rehearsing. This person can point out areas of your presentation that are too wordy or hard to understand and time your presentation so there is ample time for questions without exceeding the allotted time.

A GOOD SPEAKER . . .

. . . organizes information (cue cards)

. . . is aware of the audience (level of understanding)

. . . offers suggestions/examples to clarify a point

. . . avoids gestures or mannerisms that may be offensive

. . . presents a good appearance (dresses appropriately)

DELIVERING A SPEECH

As preparation of your presentation is vital to its effectiveness, so is its delivery. Effective delivery of your presentation involves three main aspects: preparation, vocal control and non-verbal control.

To adequately prepare for delivery of your presentation, arrive early, so you have enough time to make sure the seating is arranged so everyone will be able to see and hear you. Set up any visual aids you will be using, and make sure they are working properly before the audience arrives. If you are giving a public presentation, give the chairperson a short biography so you can be introduced to the audience. If the chairperson does not introduce you, introduce yourself before beginning.

Be aware of and control your vocal qualities. Your volume should be loud enough so that everyone can hear BUT not so loud as to be annoying. Your tone should be friendly and confident. Speak at a rate that is easy to understand--not too fast or too slow. Use variation in your voice to add expression and emphasis to your speech. Avoid talking in a monotone that will bore your audience. Be sure your pronunciation of words is correct, and enunciate words so that the audience can hear and distinguish what you are saying.

Besides communicating with your class or audience verbally, you also communicate non-verbally through gestures, appearance, facial expressions and other aspects of which you may not even be aware. Following are a few points that can help you control your non-verbal communication so it is favorable to your presentation.

First, make sure your appearance is professional. Be well groomed, neat and clean. Dress appropriately for the situation in clean, pressed clothing; do not overdress.

Maintain proper posture. Although your posture should be relaxed, it should not be slouched or sloppy. Keep your head up and avoid things that may cause you to slouch such as letting your shoulders droop or standing on one foot.

Use gestures, when appropriate, to emphasize and give meaning to what you are saying. Gestures should be natural, meaningful and consistant with what you are saying–but do not over-exaggerate. When making gestures, be sure the audience can see them. For example, if you are speaking behind a podium, gesture above it.

Avoid any personal habits you may have that will detract from your presentation or distract the audience; for example, rattling change in your pocket, fidgeting with your hair or clothes, chewing gum, and/or using pet phrases or offensive language.

Your facial expression should be natural, pleasant and consistant with what you are saying. Nobody likes to listen to a speaker who constantly frowns or scowls.

Establish and maintain eye contact with the members of your audience. Avoid looking over their heads, at one person throughout the whole speech, or staring at the wall or an object in the room. Looking directly at members of your audience will convey sincerity and directness and keep their attention.

Maintaining eye contact with your audience will enable you to pick up on their non-verbal cues and reactions to your presentation. Their non-verbal cues can inform you as to whether you need to adjust your presentation–and how to do it–in order to increase its effectiveness and acceptance by the audience. Following are some common non-verbal cues you may notice when you are speaking. For example, the members of your audience may look puzzled. This generally means they do not understand and you need to clarify and further explain yourself. If the members of your audience are fidgeting or looking around the room but not at you, you have probably lost their attention and interest–or they are restless. In such a case, liven up your presentation. Be enthusiastic, and direct some of your statements to your audience. Establish direct eye contact with them and try to involve the audience in the presentation.

When concluding your oral presentation, the level of effectiveness you achieved during your delivery must be maintained. Here are some guidelines to help conclude your presentation effectively.

Avoid rushing to finish. Ask if there are any questions and supply satisfactory answers. When making a public presentation, always thank the chairperson for inviting you and thank the audience for being attentive. After you have finished and answered all questions, sit down but do not rush out. There may be individuals who want more information on the topic or have questions they wish to discuss privately.

Always avoid making statements such as, "I'm glad that's over; I hate to give presentations." Such statements imply that you have a bad attitude. As a result, you may lose your credibility with the audience.

The main key to making successful oral presentations is flexibility–flexibility to use the principles of effective oral presentation and yet adjust your presentations so they are both understood and acceptable to your particular audience. The effective speaker is well prepared, in control of vocal qualities, controls the non-verbal cues conveyed *to* the audience and is sensitive to the non-verbal cues *from* the audience.

NON-VERBAL SIGNS MAY "TALK" FOR YOU . . .

- A yawn signals you are bored
- A "fidgety" listener is uninterested
- A frown signals disapproval
- A nod signals approval
- Eye contact usually indicates intense interest
- Even your tone of voice conveys a message

Student Activities

1. Form a club or organization within your class. What would you do at the first meeting? Second meeting? Third meeting? Elect officers for your club or organization; then conduct a meeting. What items of business might you discuss?

2. Using the techniques mentioned in "Preparing a Speech", prepare your own speech on a topic assigned by your teacher.

3. After preparing the above speech, present it to the class. Let your classmates respond to your speech.

4. If possible, obtain videotape equipment and videotape your speech. Examine your delivery. How was your posture? Gestures? Diction? Eye contact? What errors did you make? What were some of your good points?

5. Attend a lecture or presentation outside your class. Was the speaker excellent? Fair? Poor? What made him or her appear this way?